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## PATENTS

## IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of: )  
McIlwaine, et al. )  
Serial No.: 10/602,804 ) Art Unit: 3713  
Filed: June 24, 2003 ) Confirmation No. 1098  
For: Method and System for Scheduled ) Examiner: Le, Karen L.  
Delivery of Training to Call Center )  
Agents )

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**INFORMATION DISCLOSURE STATEMENT**

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Mail Stop Amendment  
Commissioner for Patents  
P. O. Box 1450  
Alexandria, VA 22313-1450

Sir:

The citation of information on the attached Form PTO-1449, "List of Art Cited by Applicant" is made pursuant to 37 C.F.R. §§ 1.56, 1.97, and 1.98. A copy of each cited item is enclosed.

The citation of this information does not constitute an admission of priority or that any cited item is available as a reference, or a waiver of any right the applicant may have under applicable statutes, Rules of Practice in patent cases, or otherwise.

Respectfully submitted,

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K&S Docket: 07117.105014  
3578346

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I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to: Mail Stop Amendment, Commissioner for Patents, P. O. Box 1450, Alexandria, VA 22313-1450, on October 25, 2004.

Robert T. Neufeld, Reg. No. 48,394

FORM PTO-1449, Adapted

**LIST OF INFORMATION DISCLOSED BY APPLICANT**

(Use several sheets if necessary)

ATTY. DOCKET  
07714-0001-AKNOV. 01 2004  
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PATENT OFFICE

ATTY. DOCKET 07714-0001-AK	SERIAL NO. 10/602,804	FILING DATE June 24, 2003
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APPLICANT McIlwaine et al.	GROUP 3713
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**U.S. PATENT DOCUMENTS**

EXAMINER INITIAL	DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
AA	5,100,329	3/31/1992	Deesen et al.			11/27/1990
AB	6,775,377 B2	8/10/2004	McIlwaine et al.			7/18/2002
AC						
AD						
AE						
AF						
AG						
AH						
AI						
AJ						
AK						
AL						
AM						

**FOREIGN PATENT DOCUMENTS**

	DOCUMENT NUMBER	DATE	COUNTRY	NAME	TRANSLATION YES      NO.
AN					
AO					

**OTHER REFERENCES (Including Author, Title, Date, Pertinent Pages, Etc.)**

AP	Affidavit of John McIlwaine dated September 20, 2004
AQ	Star Trainer; <i>Simulation Training for Call Center Agents</i>

EXAMINER	DATE CONSIDERED
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EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.